

# New Utility Service

## How to Sign Up for New Utility Service

*(For residential accounts only, [click here](#) for commercial account information)*

1. Bring two forms of valid identification (one must be a photo ID) and address of new location.
2. If you are renting, a rent receipt or lease agreement is required. If you are the homeowner, we prefer that you bring in copies of your closing papers. All documents must reference the same individual signing up for service.
3. To obtain service, the applicant will pay a service connect fee and a deposit. For residential customers, the deposit can be credited to your account if you pay your monthly utility bill on time consecutively for 12 months\*.
4. The deadline for same day service Noon (12:00 p.m. Eastern Standard Time).

\* Water only deposits (which can include water & sewer or just water) cannot be waived by a letter of credit and the deposit is not returned until the account is closed (granted you have an excellent payment history).

To sign up for service, you must visit our business office at the [Alcoa Municipal Building](#) with the information listed above.

Please call our [business office](#) at (865) 380-4700 to speak with a New Service Representative if you have any questions.

## New Service FAQs

### Why Can't I Sign Up Online?

The City of Alcoa is currently working to provide this service. However, until this method is fully tested and evaluated, you must come in to our [Municipal Building](#) to sign up for service.

### **When is the Best Time to Arrive?**

Avoid lunch time if at all possible (i.e. between 11 am and 2 pm). Mondays, Fridays, and days after holidays are also the busiest for all employees working with customers – clerks, new service, and customer service. If you need same day service, you must submit your request before noon.

### **How Long Does It Take to Sign Up for Service?**

Generally it only takes 5 to 15 minutes to set up a residential account, depending on if the service set up is new or a transfer of service. However, during lunch the volume of customers increases and the reps are generally taking their lunch as well. Also, if a customer has an uncommon situation or request, it can increase the time to process or key in the information to the billing system.

### **When is the Busiest Season?**

The summer season is busiest from June to September as the New Service Reps process an average of over 1,000 customers per month during these months.

### **How Many People Does New Service Serve Daily?**

The New Service Reps process 55 to 75 in-house customers on average daily. This does not include processing internal emails, phone calls, or service tickets.

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